

REPORT TO:	ADULTS SOCIAL SERVICES REVIEW PANEL, 25th January 2012
AGENDA ITEM:	7
SUBJECT:	UPDATE ON DIGNITY IN CARE
LEAD OFFICER:	PAULINE FRENCH, DIRECTOR OLDER PEOPLE- PHYSICAL DISABILITY/SENSORY IMPAIRMENT, DASH
CABINET MEMBER:	COUNCILLOR MARGARET MEAD, CABINET MEMBER FOR HEALTH & ADULT SOCIAL CARE
WARDS:	All
<p>CORPORATE PRIORITY/POLICY CONTEXT: Providing a sense of community and improving Health and Social Care.</p> <p>The dignity in care campaign was launched in 2006, following a review of the implementation of the national service framework for older people, to raise awareness of the everyday experience of people receiving care services, of the right to be treated with dignity and respect at all times and instill zero tolerance of abuse. The campaign aims to improve the culture and quality of care services provided in hospitals, care homes and by home care services.</p>	
FINANCIAL SUMMARY: There are no financial implications at this time	
FORWARD PLAN KEY DECISION REFERENCE NO.:	
<p>1. RECOMMENDATIONS</p> <p>The Adult Services Review Panel are recommended to:</p> <p>1.1 Receive this report for information and comment and note the further progress made.</p>	

2. EXECUTIVE SUMMARY

- 2.1 As reported last October dignity in care is a campaign aimed at improving the culture and quality of care services in order to ensure people are treated with dignity and respect at all times. This report sets out the local initiatives being undertaken to advance this campaign, including:
- Setting up a Dignity in Care promotion group
 - Raising awareness
 - Distributing publicity material
 - Signing up dignity champions
 - Promoting good practice among providers through training
 - Requiring funded organisations to raise awareness and promote the dignity challenge.

3. DETAIL

3.1 Promoting Dignity in Care within DASHHH

Since the last report in April 2011, Dignity in Care promotion process has taken on a number of diverse routes.

It was agreed that members of the Dignity in Care Promotion Group with representatives of voluntary organizations could not regularly commit to meetings and it was decided to disband the group and to take time to work towards a different approach about including these representatives as part of a much wider forum i.e. the Care Home forum.

However at the final meeting on 7th June, the CVA Co-ordinator of OPEN, Older People's Network, reported that OPEN were training 4 volunteers with a view to planning visits to care homes and talking to residents in informal capacity. The volunteers were being trained in safeguarding and mental health capacity as well as awareness training around what to look out for in care homes.

The meeting on 7th June was also attended by Georgina English a researcher from Equalities and Human Rights Commission who had been leading an enquiry into home care. Georgina explained the background of, some of the previous enquiries that have been conducted and the link between the Dignity in Care Challenges that are being promoted and Human Rights legislation links. The Home Care Enquiry was looking at the effectiveness of the care and support system in protecting and promoting the human rights of older people in need of or receiving home care.

Further link has been established with the Senior Practitioner (Alison Strang) in the Care Support Team and Social Workers Team. The team's main focus is 'training and workshops' aimed to promote best practice. The team is based within the provider service of Safeguarding Team receiving referrals either as a result of safeguarding concerns or directly from provider services based in Croydon wishing to take advantage of specific training tailored to their staff team's needs and gaps in practice. The team's training directory includes a wide range of topics covering mental capacity, safeguarding adults at risk, deprivation of liberty issues, Infection Control, Dementia, Depression, Schizophrenia, risk assessments, person centred care, confidentiality, patient records, safe guarding, sexuality and intimacy in care homes, end of life care, Nutrition, Pressure Ulcer Prevention and management, Diabetes etc.

DASHH Dignity representative is working much more closely with Alison Strang and the council's Safeguarding co-ordinator, Vincent Docherty. Together with Croydon Older People's Network (OPeN) a celebration of the National Dignity in Care Day 2012 is being planned to be celebrated at CVA Resource Centre for 1st February.

Within DASHH, further presentations were made on dignity to the

Council's Occupational Therapy Teams, the Physical and Sensory Impairment Teams, the Mayday discharge team, the Home Care Team Managers and Home Care Brokerage Coordinators. The campaign was promoted at the Care Support Team and Social Workers Team Open Day. As a result one of the private care home organizers is already planning to have a presentation on the campaign and also to build up links with its own Dignity and safeguarding Champions. It is hoped that some of the private care organizations will be forging similar links.

Further work within the Joint Strategic Needs Assessment (JSNA), the Dementia Strategy and the draft End of Life Strategy all include a commitment to and an expectation of signing up to Dignity in Care for all stakeholders including partner organisations.

- .3.9 We intend the Croydon Council to achieve the highest number of Dignity in Care Champions of any local authority by encouraging as many council members of staff as possible to sign up as Dignity Champions. So far six DASH members of staff have signed up.

4 FINANCIAL AND RISK ASSESSMENT CONSIDERATIONS

- 4.1 There are no financial implications or risks.

5. COMMENTS OF THE COUNCIL SOLICITOR AND MONITORING OFFICER

- 5.1 There are no legal implications for the service.

6. HUMAN RESOURCES IMPACT

- 6.1 There is no human resource impact arising from this report.

7. CUSTOMER IMPACT

- 7.1 There is no customer impact.

8. EQUALITIES IMPACT ASSESSMENT (EIA)

- 8.1 There is no equalities impact.

9. ENVIRONMENTAL AND DESIGN IMPACT

- 9.1 There are no environmental & design impacts.

10. CRIME AND DISORDER REDUCTION IMPACT

- 10.1 There are no crime and disorder impacts.

11. HUMAN RIGHTS IMPACT

- 11.1 There is no human rights impact.

12. FREEDOM OF INFORMATION/DATA PROTECTION CONSIDERATIONS

12.1 There are no Freedom of Information/data protection considerations arising from this report.

CONTACT OFFICER: Trevor Mosses Tel No. x 62869

BACKGROUND DOCUMENTS: None